

# CHAPTER 3

## APPLYING FOR SERVICES

### Currently Eligible DDSN Consumers

If a parent/legal guardian is interested in receiving EIBI services through the PDD Waiver and his/her child is currently eligible for DDSN services, the parent/legal guardian should contact the child's Service Coordinator and request that the child go through the intake process for the PDD Waiver. The Service Coordinator will:

1. Assure the child meets the target population criteria as follows:
  - The child is age 3 through 10.
  - The child was diagnosed with a PDD by age eight. The diagnoses must have come from a licensed diagnostician. Diagnostic documentation must include information clarifying a DSM-IV rating.
  - For an autism diagnosis, there must be evidence of at least two of the following: Autism Diagnostic Observation Schedule (ADOS), Autism Diagnostic Interview (ADI), Social Communication Questionnaire (SCQ), or Childhood Autism Rating Scale (CARS).
  - For other PDD diagnosis there must be evidence ruling out autism using previously mentioned tools and the DSM-IV Criteria Checklist/Pervasive Developmental Disorder – Not Otherwise Specified (PDD-NOS) 299.80 and the Scale of Pervasive Developmental Disorder in Mentally Retarded Persons (PDD-MRS).
  - Meet Medicaid financial criteria or provides documentation of financial ineligibility for Medicaid.
  - Assure that the child meets ICF/MR Level of Care medical criteria (as determined by the DDSN Consumer Assessment Team for this program).
2. If it is determined that the child meets the target population criteria, the Service Coordinator will:
  - Assist the parent/legal guardian with completing the application: Request for PDD Waiver Slot Allocation: Cover Sheet. This form must be signed by the parent/legal guardian.
  - Complete the form Request for ICF/MR Level of Care for the PDD Waiver and gather all documents necessary for CAT to complete a LOC.

- Determine the parent's/legal guardian's interest in the Responsible Party Directed Care option. If the parent's/legal guardian's express an interest in serving as the Responsible Party or desire more information about this option, the Service Coordinator will give them the document Pervasive Developmental Disorder Program Responsible Party Directed Care Enrollment Information. When the child is awarded a slot for services, the Service Coordinator will assist the parents/legal guardians with completing all necessary forms.

Once the aforementioned tasks have been completed, a packet containing all information will be sent to the Enrollment Coordinator. If no slot is available, the child's name will be placed on a waiting list. When slots become available, the packet of the first child's name from the waiting list will be forwarded to CAT for a LOC determination.

## **Non DDSN Consumers**

To be considered for the PDD Waiver, children who are not consumers of DDSN must go through Screening, Intake, and Service Coordination Selection.

### Screening

Screening is the process initiated by the child's parent/legal guardian via the PDD Intake and Referral Call Center. The PDD Intake and Referral Call Center serves as the single entry point for participation in the PDD Waiver for all children not currently served by DDSN. The Call Center provides the caller with a brief overview of EIBI services. A trained screener asks the caller a series of questions to help determine if the child is appropriate for a referral.

1. Families interested in receiving EIBI services must call the PDD Waiver Intake and Referral toll free number (1-888-576-4658) and leave their name and phone numbers. The screener will have 48 hours to return all calls. Calls will be returned in the order in which they were received. The date and time all calls are received and returned will be maintained in a log book by the Intake and Referral staff.
2. Upon making contact with a family, the screener will ask several questions to determine if the referral is appropriate. If responses indicate that the child may be eligible for EIBI services through the PDD Waiver, the screener will assist the parent through the intake process.

If responses rule out eligibility, the screener will confer with the Autism Division for confirmation. If the Autism Division concurs with the screener the process will end. If this occurs, the family/legal guardian will receive from the screener, a Notice of Denial of Services stating the reason for the denial. The family/legal guardian will also be informed of their right to appeal per the SCDDSN Reconsideration Process and SCDHHS Medicaid Appeals Process. If the Autism Division does not concur, the child will continue through the process.

## Intake

Intake is the process in which specific documents are signed by the parent; records to support the applicant's diagnosis are requested, and additional information is provided to the parent about the PDD Waiver.

If the child is screened in as appropriate for PDD services, the parent/legal guardian will be guided through the intake process by the PDD Intake and Referral Screener.

1. The screener will:
  - Explain the process for applying for the PDD Waiver and EIBI services.
  - Offer a choice of Service Coordination Provider. This will be documented on the Acknowledgement of Service Coordination Choice. The screener will inform the parent/legal guardian of all available Service Coordination providers in their county.
  - Obtain the name, address and phone number of the child's physicians, teachers, and any other service providers. This information will be used to complete the Authorization for Release of Information forms so the child's records can be obtained.
  - Assist the family with applying for Medicaid eligibility if the child is not a current recipient.
2. The screener will mail the family a packet that includes, a self-addressed stamped envelop, and the following documents:
  - A letter explaining the enclosed packet.
  - The Acknowledgement of Service Coordination Choice along with a list of SC providers for that county.
  - A separate Authorization for Release of Information for each entity.
  - The Pervasive Developmental Disorder Waiver Information Sheet.
  - The Pervasive Developmental Disorder Program Fact Sheet.
3. After reviewing the information, the parent/legal guardian must sign the Acknowledgement of Service Coordination Choice and all Authorization for Release of Information forms. These documents must be returned to the screener for the process to continue.
4. When the completed documents are received from the parent/legal guardian, the screener will:
  - Date stamp all documents.
  - Review all documents to assure they have been completed, signed and dated.

- Contact the parent/legal guardian if information is missing or additional information is needed.
  - Mail the Records Request Letter and release forms to the appropriate professional/provider.
5. Once all requested information has been received from the various professionals/providers who have served the child, the screener will date stamp all documents and conduct a thorough review of all documentation to determine if the records support the Pervasive Developmental Disorder.
- If records support that the child has autism or a Pervasive Developmental Disorder other than autism, the screener will forward to the Service Coordination provider of choice all documents pertaining to the child including a form indicating the presence of autism or the presence of a Pervasive Developmental Disorder.
  - If no records are available or if records are available but insufficient to support that the child has autism or a PDD other than autism, the screener will forward to the Service Coordination provider of choice all documents pertaining to the child including the Recommendation for Evaluation form recommending an evaluation from the Autism Division or another diagnostic entity.
  - If records do not support that the child has autism or a PDD other than autism, the screener will confer with the Autism Division for confirmation. If the Autism Division concurs with the screener the process will end. If this occurs, the parent/legal guardian receives a Notice of Denial of Services stating the reason for the denial. The family/legal guardian will also be informed of their right to appeal per the SCDDSN Reconsideration Process and SCDHHS Medicaid Appeals Process. If the Autism Division does not concur, the child will continue through the process.

### Service Coordination

All families will have an opportunity to select a Service Coordination Provider of their choice. The Service Coordinator will assist the family in obtaining EIBI services. Each DSN Board and private Service Coordination provider will designate a specific person to receive information from the PDD Intake and Referral Call Center screener. When the designee receives information, they will complete a record of contact with the date and time the information was received. It will be at the discretion of the provider to assign a specific Service Coordinator. This assignment must be made within three days of receipt of the information from the Intake and Referral Call Center.

Information received from the PDD Intake and Referral Call Center will dictate the specific actions of the Service Coordinator.

#### 1. Autism or Other PDD Supported by Records

If it was determined by the PDD Intake and Referral Call Center that the child has autism or a PDD other than autism, the Service Coordinator will:

- Explain the Service Agreement to the parent/legal guardian and have them sign the form.
- Explain the Request for PDD Waiver Slot Allocation: Cover Sheet to the parent/legal guardian and have them sign the form.
- Gather all documents necessary for CAT to complete a LOC.
- Complete the Request for ICF/MR Level of Care for the PDD Waiver.
- Send a packet containing all information to the Waiver Enrollment Coordinator. When a waiver slot becomes available, the Waiver Enrollment Coordinator will forward all documents to CAT for a LOC determination. If no slot is available, the child's name will be placed on a waiting list. If the child is placed on the waiting list, the Waiver Enrollment Coordinator will notify the family and Service Coordinator by letter. When slots become available, the packet of the first child's name from the waiting list will be forwarded to CAT for a LOC determination.
- Determine the parent's/legal guardian's interest in the Responsible Party Directed Care option. If the parent's/legal guardian's express an interest in serving as the Responsible Party or desire more information about this option, the Service Coordinator will give them the document Pervasive Developmental Disorder Program Responsible Party Directed Care Enrollment Information. When the child is awarded a slot for services, the Service Coordinator will assist the parents/legal guardians with completing all necessary forms.

## 2. No Records Available or Records are Insufficient

If there were no records or the records were insufficient for the Intake and Referral Call Center to make a determination, the Service Coordinator will:

- Explain the Service Agreement to the parent/legal guardian and have them sign the form.
- Make a referral to have the child evaluated at an Autism Division CARE Center or other diagnostic entity of the parent/legal guardian's choice. The results of the evaluation will be shared with the Service Coordinator if the parents have consented by signature. If it is determined that the child does not have autism or another PDD, the process will end. If this occurs, the parent/legal guardian will be informed of their right to appeal per the SCDDSN Reconsideration Process and SCDHHS Medicaid Appeals Process. If it is determined that the child has autism or another PDD, the Service Coordinator will:
  - a. Explain the Request for PDD Waiver Slot Allocation: Cover Sheet to the parent/legal guardian and have them sign the form.
  - b. Gather all documents necessary for CAT to complete a LOC.

- c. Complete the Request for ICF/MR Level of Care for the PDD Waiver.
- d. Send a packet containing all information to the Waiver Enrollment Coordinator. When a waiver slot becomes available, the Waiver Enrollment Coordinator will forward all documents to CAT for a LOC determination. If no slot is available, the child's name will be placed on a waiting list. If the child is placed on the waiting list, the Waiver Enrollment Coordinator will notify the family and Service Coordinator by letter. When slots become available, the packet of the first child's name from the waiting list will be forwarded to CAT for a LOC determination.
- e. Determine the parent's/legal guardian's interest in the Responsible Party Directed Care option. If the parent's/legal guardian's express an interest in serving as the Responsible Party or desire more information about this option, the Service Coordinator will give them the document Pervasive Developmental Disorder Program Responsible Party Directed Care Enrollment Information. When the child is awarded a slot for services, the Service Coordinator will assist the parents/legal guardians with completing all necessary forms.

### **Level of Care Determination**

The Level of Care process is identical for current consumers and consumers who apply for services through the PDD Call Center. Once the Consumer Assessment Team has completed the ICF/MR Level of Care determination for PDD Program participation, all relevant records will be forwarded to the Waiver Enrollment Coordinator. The Waiver Enrollment Coordinator will review all applications to determine if applicants meet the criteria for enrollment in the PDD Waiver or if they will receive services through the PDD State Funded Program.